

Rattigan Out as Commodore CEO, Gould Takes Over Reins

Western Indiana Commodore Users

If you purchased the May issue of Commodore magazine for the interview with Commodore CEO Thomas Rattigan, or the May issue of RUN for the same with General Manager Nigel Shepherd, you might as well toss them both into the hopper. Neither Rattigan nor Shepherd work for Commodore anymore. And the guy who originally bankrolled Jack Tramiel's move from calculators to computers, Irving Gould, is now the CEO of Commodore.

That's right, April 14-22 was Commodore's bi-annual Dump the Executives Week. Besides the two aforementioned executives, Irving Gould - Commodore's Chairman of the Board and majority shareholder at 19.5%, has fired 48 other exec types and office workers at Commodore's West Chester, PA headquarters.

Why, why, why?

At first hearing, this may sound like the traditional Commodore foot-shot taken to the knee level or higher. Rattigan has been generally touted as the guy who has taken Commodore from a dismal six quarters of losses to four straight of profits (albeit small ones). Ergo, Rattigan is a victim and Gould must be insane, right?

But there are interesting rumors floating around about Rattigan that peg him as having something less than Commodore's best interest at heart. What is known for sure is that he has "involuntarily" resigned, that he was physically removed from the West Chester facility and that Rattigan is suing Commodore for \$9 million.

Profits Up, Products Late

The big story over the last year for Commodore has been its seeming revival. There are the four profitable quarters in a row.

There are the slew of new product announcements: the Amiga 500 and 2000, the C-64C, the 128D, the 1581 disk drive, the RAM expanders, the mouses, etc. Add to that the phenomenal continued sales of the 64 and now the 128 - the first and fourth most popular computers in the world - representing 83% of Commodore's revenue.

Through it all, Thomas Rattigan, the Harvard graduate and former Pepsico whiz kid, has generally been given credit in the press for the turnaround.

But looking deeper into the story brings some interesting details to light. First of all, about 70% of Commodore's revenues have been coming from their overseas operations, chiefly Europe, Australia and Canada. In fact, over the past two years, Commodore sales in the U.S. have declined 5.4% - figures courtesy of BUSINESS WEEK, May 11, 1987.

Second, virtually all of the new products have suffered delays in their releases. Not unknown at Commodore before, but it seems like EVERY new product is hitting the market like molasses these days. Most notorious have been the Sidecar and Genlock for the Amiga and the 1764 RAM expander for the 64.

Third, Rattigan is supposed to be something of a marketing whiz, but, under him there have been no sustained major media marketing efforts on behalf of any of the Commodore machines in the U.S. The few Amiga commercials were inane, when not entirely incomprehensible. And the 128 bits seemed to be mainly targeted at punk rockers and people upgrading from the C-64.

Fourth, there has been the mystery of the missing so-called Amiga RANGER. Most Amiga watchers expected the A-2000 to be a super enhanced version with a full 32-bit architecture competitive with the new MAC II and the IBM AT/386 machines. Instead it turned out to be just an A-1000 with the operating system in ROM and internal slots. Add to that disappointment the lingering bad vibes over the ham-handed disabandonment of the original Amiga development team at Los Gatos.

Naturally, some are going to look at those four profitable quarters (slim as they were)

continued on page 2 . . .

Gould Takes Over, continued . . .

and still say Rattigan brought Commodore back. But others will not fail to note that many Commodore watchers have come to see the success of the 64, the 128 and the Amiga as continuing IN SPITE OF anything Commodore management has done and not as the result.

There is more - the details and rumors surrounding the details of the actual removal of Rattigan, Shepherd, Brennen (Vice-President of Software...what software? Yep, that's the guy) and others.

The Events

FACT: On April 14th, there was a meeting of the board in which Rattigan complained about the use of outside consultants and other actions which had diminished his role as CEO (Chief Executive Officer).

??? : Rattigan claims he called the meeting. Gould claims Rattigan attended uninvited.

FACT: On April 15th representatives from Dillon, Read & Co. told Nigel Shepherd (Commodore's North American General Manager) that his four-person finance staff was being dismissed. He challenged their authority to do so and said he would take the matter up with Rattigan.

??? : Apparently the Dillon, Read reps replied to the effect that Rattigan no longer had any standing at Commodore and wanted Shepherd not to take up the matter with him. Later that day, Shepherd met Rattigan in a hallway and relayed the discussion, for which he was himself fired.

FACT: On April 16th, Rattigan was officially suspended by Commodore pending a board meeting to consider his termination for "cause".

??? : "Cause" means that Rattigan failed to fulfill the terms of his contract which had recently been renegotiated to run until 1991 and was worth about \$9 million. It gives Commodore the right to avoid paying the contract off.

FACT: On April 20th, Rattigan was escorted off the West Chester property by Commodore guards. Then two days after, he submitted an "involuntary resignation" to Commodore and filed a \$9 million lawsuit against them.

Behind the Events

Those are the events but they still leave the question, Why?, unanswered. Did Irving Gould and others move to undercut Rattigan's authority? What was the cause that prompted these actions? Right now there are three available versions: Gould's, Shepherd's (from Business Week, the Wall Street Journal and

the Philadelphia Inquirer) and the grapevine's (from the Amiga section of GENie). Rattigan, pending his lawsuit, isn't talking.

Gould is openly claiming that Commodore's and Rattigan's performance in the U.S. market has been unacceptable. He was quoted in Business Week as saying that "The U.S. operation should be a sales and marketing company, not an administrative monster," which he apparently thinks it is. Other sources claim that Gould is upset about the amount of time it has taken to get new products like the Amiga and PC-10 to the U.S. market, the uncompetitively high prices (especially the Amiga) and disbanding of the Amiga development staff before the 32-bit version of the Amiga had been readied for market.

Shepherd's version, on the other hand, paints Gould as a man with a personality conflict with Rattigan. He claims that "Irving absolutely flipped" when Rattigan's picture appeared on the cover of Commodore Magazine. He further argues that the turnaround at Commodore had already been dramatic, that Gould's new firings will only save about \$1.5 million a year and that Commodore's staff for servicing retailers and software suppliers is already stripped to the bone.

So that leaves the grapevine's version. The picture that it paints of Rattigan ranges from medium grey to pitch black (and maybe then some!) At best, the rumor goes Rattigan was managing Commodore to show a profit, rather than to expand its market share in the U.S. The approach cripples Commodore's future - possibly its survival - but Rattigan takes home a "well-earned" paycheck for the black ink on the bottom line.

Turning greyer, another strain of the rumor claims that Rattigan (and friends) were trying to manipulate Commodore's stock market prices down as part of an attempt to stage a stock takeover of Commodore. Gould evidently did fire some execs without Rattigan's knowledge or approval, and, apparently was trying to undercut Rattigan's control as CEO - all in an effort to curtail the takeover scheme. According to this rumor, during the April 14th board meeting, Rattigan actually tried to carry out the takeover in a last ditch effort, but his support base had already been eroded and it failed.

Then the rumor turns black. It may only be coincidental, but back at Pepsico, Rattigan happened to be associated with another ambitious executive type who went by the name of John Sculley. In case that name doesn't ring a bell, Sculley is the head honcho of Apple Computers. In a scenario dripping with irony, he, too, was hired for his professional management skill - to help Apple

make the transition from an overachieving computer company run by hackers to a sophisticated Fortune 500 company. In the process, Sculley just happened to blow Apple's co-founder and top banana Steven Jobs into Next, Inc. and take over as head of Apple himself. Nice work if you can get it.

Of course the ironies may only be that - ironic. Or, perhaps, in his head Rattigan is still somehow back at Pepsico competing with Sculley. He got a computer company. I can do that too!

Or, blackest of all black thoughts, did the two heads come together in a Gentlemen's Agreement? Commodore getting Europe where Commodore's business computer reputation has been traditionally strongest. And in return, Apple getting a clear shot at IBM in the U.S., unhampered by a competent, competitive domestic marketing effort from Commodore for the one machine that has the juice to out-Mac the Macintosh - or for that matter, out-PC the PC? That, of course, is the Commodore

Amiga.

Interestingly, the three versions do NOT really contradict each other. Gould probably was livid that Rattigan had his picture on the cover of Commodore Magazine - especially if the guy was trying to steal control of Commodore out from under him! Similarly, the new wave of firings wouldn't save all that much money, but they may have cleared the last of Rattigan's cohorts out of West Chester, paving the way for Gould's reorganization. And if Rattigan is dirty, it only goes to explain why Commodore's "savior" would pare sales and support to detrimentally low levels in the U.S. while simultaneously orchestrating a successful campaign abroad.

Most likely, the full details of Rattigan's personal agenda will be revealed once his lawsuit against Commodore comes to trial. But if he drops the case, or settles out of court for peanuts (no pun intended), that may be a confirmation of the worst suspicions.

BUYERS BEWARE !

Cheryl Collins

Commodore Users Group of Rochester

I subscribe to several computer magazines, not all of which are Commodore specific. Each of them is chock full of ads and every month I drool over the terrific bargains I would find.

I had been comparing prices for Print Shop, Newsroom and GEOS, (with their supporting programs), for several months. Then the January 1987 issue of Family Computing arrived. I checked through the ads as usual. I couldn't believe my good fortune when I found an ad for Newsroom, Clip Art Collections I & II and the Graphics Expander for \$13.00 less than any other company.

Computer Direct does not charge extra for Master Card or Visa. It is based in Illinois so there is no sales tax. Only \$3.00 is charged for shipping and handling. It sounded too good to be true. I ordered the four programs and they arrived in under 7 days, just as promised by

Computer Direct.

My first clue that something was amiss came when I saw the box. It was from PROTECTO! The next shock came from the invoice. It was exactly \$13.00 more than I had expected. The software was in perfect condition and was accompanied by a form to return any unacceptable products. An up-to-date catalog, from Protecto, was also included.

Bright and early the next morning, armed with the original ad, I was on the phone to ream them out about my being overcharged. I called the number in the ad and was greeted by a man from Protecto. I explained my problem and directed him to the ad appearing in Family Computing. He asked me what machine I had and I told him a C128. He then told me that Computer Direct was for Apple products ONLY!

The ad did include computers and peripherals

for Apple clones, but, nowhere did it say that the software was only for Apple. My options were simple. Return all products for a full refund or keep my new software and enjoy the savings I did get over buying them from a retail store locally. I chose to keep them. However, if I ever again decide to purchase through mail order, I will be a more cautious consumer. The bargains are there if you buy wisely.

FOR SALE FONTMASTER 128

Unopened package
including warranty

cards \$25.00

Call BARBARA

284-3565

after 4 pm.

Computer Mail Order

**Gil Shatto
Alamiga Users Group**

YOUR MAIL ORDER RIGHTS!

An alternative to shopping at your local expensive computer store is 'mail order'. Many mail order firms can provide you with a good product and service at lower cost...But, buyer beware! There are several mail order firms that will rip you off. The most famous of these is the software company that produces A-Copier, A-Filer, etc.

The best way to find out about a good firm is word of mouth. As far as I'm concerned, ABEL SUPPLY (Sevierville, TN) is by far the best. They have a no frills policy and the savings are passed on to you. They purchase in quantity and tag on 10%. If you have a problem with hardware, send it back. If you have a question, call them. Good service, good prices, good support, that's the way it should be.

To help you deal with all mail order services, here are some basic guidelines. Before ordering, be sure you understand the company's return policy. Read the ad carefully and make sure everything is spelled out in detail. Find out if warranties, shipping, handling and insurance costs are included in the quoted price. Does the price include a rebate from the manufacturer? Keep a record of your order including the company's name, address, phone number, date and all information about the item you purchased. Save your canceled check or a copy of your money order.

If you order by telephone and use a credit card, be sure to keep the same detailed information. Never send cash through the mail. Send a check or money order. Many companies also accept credit card charges but special credit rules may apply.

When the merchandise arrives, check it thoroughly. If it is damaged, contact the company immediately. If you are asked to return the product, get a shipping receipt. If you return merchandise for any reason, **always** get a receipt from the shipper. If you don't receive your order because the package was lost in transit, the mail order company should take responsibility for tracing it.

If your prepaid order doesn't arrive when promised, you may cancel the order and get a

full refund. If the company didn't give you a delivery date in its solicitation, the company must ship your order within 30 days of receipt. If you cancel a mail order purchase charged on a credit card, the seller must credit your account within one billing cycle following receipt of your cancellation request.

YOUR RIGHTS!

The Federal Trade Commission's Promulgation of Trade Regulation Rule, State laws and Federal laws govern sales through the mail.

THE FTC'S MAIL ORDER RULE: The seller must ship your order when promised in the ad. If no shipment or delivery time is promised, the seller must ship no later than 30 days after receiving your order. If the seller is unable to ship your order when promised (or the 30 day limit), you have the right to cancel your order and get a prompt refund.

HOW THE RULE WORKS: If the promised shipping date or the 30 day period cannot be met, the seller must send you an 'option notice'. This notice tells you the new shipping date and gives you the option of either canceling your order and getting a FULL refund or agreeing to the new shipping date. Instructions on how to cancel your order must be included in this notice. The seller must also provide a free way for you to reply. If you agree to the delay date given in the first notice but the seller cannot meet the new shipping date, the seller must send you a second option notice. Your order will be canceled automatically unless you sign your consent on the second notice and return it to the seller.

REFUNDS: If a prepaid order is canceled, the seller must refund within seven business days. If you charges your purchase, the seller must adjust your account within one billing cycle. There are some exceptions to this rule. It does not apply to COD orders by mail, credit orders in which your account is not charged before merchandise is mailed or orders by telephone and charged to a credit card account.

WHAT TO DO IF YOU HAVE A PROBLEM...

If you have a problem with a mail order purchase, contact the company first. Provide notification to the seller in writing, stating a product description, price and date or order. Keep a copy for your records. If a telephone complaint is made, send a letter confirming the conversation. If you cannot reach a satisfactory resolution on your order, you may receive additional assistance by writing to the following organization.

Mail Order Rights continued ...

The Direct Mail Marketing Assoc.
Mail Order Action Line
6 East 43rd Street
New York, NY 10017

Contact your local PostMaster also and ask for the name and address of the appropriate postal inspector-in-charge. Your state or local consumer protection office or the agency nearest the company may be able to help as well.

Dog Day Diskette Dealings Uncovers UPS' Creativity

Don Romero

Western Indiana Commodore Users

Usually, buying by mail order with a credit card is an easy, safe, dependable and economical way to shop for computer goodies. And then something like this happens...

I get a call from a fellow Amigan (we'll call him Paul) who says he's found a place where double sided 3.5" diskettes can be purchased for less than a dollar each. For you 64/128 jockeys (many of whom are eagerly awaiting the Commodore 1581 disk drive), 3.5" diskettes usually cost \$1.60 to \$5.00 a piece! Naturally, I was thrilled.

I called the company - MEI/MICRO CENTER in Columbus, Ohio and order 100 disks, 200 labels and a disk holder (just to see what it looks like). The order lady (let's call her Sheila) tells me that it will be about a week before the disks are shipped as they are running about a week behind due to the volume of orders they have received. "No problem," I say. That was March 30th.

About 10 days later, I get another call from Paul, wondering if I had received the disks yet. "Nope, not yet."

"Hmmm," he says. "I just placed another order (COD) and it only took two days."

"Well," I say. "I think I'll give Sheila a call."

So I call. It's not Sheila, but whoever it is says my disks were shipped on April 6th via UPS. She says she will put a tracer on the order and that it will be from **two to four weeks** before we hear anything. UPS, the tightest ship in the shipping business evidently takes much longer to find a package than they do to lose it.

I wait a week or so and call again. "There's been no word, so why not just call back in a

week if you haven't heard from us before then," she says.

Another week or so. And I call again just as she suggested. I get the same song and dance. No word. Call back, blah, blah...

So I wait. My VISA bill comes and sure enough, there is a charge on it from MEI for \$121 and change. I call again.

This time it's Sheila. MEI is having trouble with their computer (probably an IBM). "The order information won't come up on the screen." So she can't tell what my order was, or when the tracer to UPS was originally placed. "Let me go check the backup files. Can you hold?"

"Sure," I say.

Hold. Hold. Hold. Cuss. Hold.

"Hello?" She says she can't find the form from the UPS tracer in the backup files. If (IF?) a tracer had been placed on my order, there should be a paper form for it in their backup file. Am I sure, blah, blah...

She says the computers will hopefully be working right in a day or two. If she finds that there hasn't (!) been a tracer put on my order, she'll put an **emergency** tracer on it that should take about two days (TWO DAYS?) to get a reply from UPS. In any case, she promises to have some kind of an answer by next Monday.

That's Monday, May 11th, as it happens, my birthday. Happy birthday to me, happy birthday to me...

But Sheila is right on top of things. She calls me at work on Friday, the 8th, wanting to know when my card was charged. She's not waiting for the computer to get fixed. She's going right to the shipping files to get the info she needs to file the emergency tracer.

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UPS Creativity continued ...

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Chips That Fix Themselves

T.R.W. is currently developing microchips that will be able to repair themselves. The device will contain millions of transistors, each being 50 times smaller than the width of a human hair. This chip will diagnose any internal faults and disconnect the failing component and activate a new one from the bank of spare chips.

Scientists are looking forward to using these chips to operate electronic systems for fifty years or more without maintenance. This is exactly what is needed for space craft traveling to the fringes of the earth's solar system. -Commodore Technical Users Group, Orange, CA

Computers That Smell

Scientists at S.C. Irvine have electrically duplicated the circuitry of the olfactory cortex. They have created a computer program that recognizes the equivalent of smells.

The program can simulate the operation of twenty different smells. The mechanism is given smells in the form of data that represents chemical components of each aroma. The simulation automatically sorts the smells into categories. -Commodore Technical Users Group, Orange, CA

Computer Culprits

Commodore Technical Users Group, Orange, CA

The University of Minnesota recently completed a study showing that most companies are doing nothing to prevent tampering, embezzling and misuse. Company executives admit that they have encountered computer misuse and the lack of control has cost some companies hundreds of thousands of dollars.

Taking part in the survey were 1,211 companies and 20% indicated that their computers had been misused. Almost half of the incidents involved computer services such as Compuserve and Quantum Link.

Some disgruntled employees left 'logic bombs' that disable computer systems long after the employee had left the company. 30% of those who were caught said they had done it for personal gain while 26% claimed they were ignorant of the rules. 24% said that it was 'misguided playfulness' while only 10% admitted they were attempting to harm the company.

The punishment given to those who were caught ranged from dismissal to one company who actually promoted the employee, buying his silence. In many cases, guilty employees were not punished because the companies' management felt that they were partly to blame for not giving the employees proper guidelines.

Almost half of the companies interviewed had no security system to protect their computers and those who did used only simple methods such as giving employees passwords. About one third of the computer misuse and abuse was uncovered by accident and most crime was not reported to the police for fear of getting publicity about the breach in computer security. The most surprising bit of data discovered was that 80% of the abusers were corporate employees!

THE PIRACY GAME

Jim Butterfield

Downloaded from QLink

1. The author/software house has the right to call the shots. Even if they are stupid, and set the wrong price or an inappropriate protection/usage scheme.
2. The potential buyer has the right to know the story before he/she buys. Then...
3. The buyer can accept, by buying, or reject by not buying. the buyer cannot change the rules, but can and should complain LOUDLY if dissatisfied.
4. With very few exceptions, you can write your own programs if you don't like the commercial deal. If you can, and have time, do it. If you can't, why holler if someone who can asks to be paid?
5. Disk or dongle protection schemes NEVER improve a program. their existence should cause a potential buyer to knock off points in any evaluation. I understand why software houses do it, but it does NOT do anything for the programs.
6. Protection is better accomplished by service: documentation, updates, warranty, newsletters, add-ons.
7. There is a difference between what is LEGAL, what is ETHICAL, and what is

PRACTICAL. It may be legal to make an archival copy of a disk (and ethical, too), but many users don't know how to do this. It may not be legal to make a copy of discontinued software for a discontinued computer made by a software house that is long gone, (for a friend with an ancient computer), but I don't see it as highly dishonest. When in doubt, (i) consult your conscience, if you have one, and (ii) stay clear of legal hassles (you CAN'T afford to argue it in court).

8. Normal "theft" arguments do not apply. If I steal your car, you'll notice that your car is missing. If I make an unauthorized copy of software, it seems that nobody has lost anything. Piracy is NOT as serious as armed robbery, and arguments along that line will end up supporting the wrong side. BUT - Piracy is NOT as serious as armed robbery, and arguments along that line will end up supporting the wrong side. BUT - Piracy IS sleazy, when used to defeat normal "commercial reward" channels. and if you do it, you know it, no matter how many phony arguments are put forward. ("I wouldn't have stolen it if it was cheaper". "I stole it because I was really doing a favor to the software house"...can you believe these people think you will swallow this garbage?)

9. Pirates are Cyberpaths... they are quite happy to destroy the software industry to save themselves a little money. Most of them are kids who don't know any better (including some grown up kids). Occasionally, they are genuine thieves who are making a personal profit.. and those, I hope the law gets 'em.



WHAT'S HOT AND WHAT'S NOT ! Jerry Pectol Commodore User of Bartlesville, OK

Comics (Accolade) \$22.95

Easily the best of this month's new games, this may really be considered as an adventure. The format is innovative, if time consuming. You are the main character in a comic strip. Every so often the balloon above your pointed little head allows you to chose your dialogue. Based on this dialogue, the plot continually changes. With three full disks of Accolade's famous graphics, this one is a very good buy for the price.

Express Raider (Data Soft) \$19.95

A pretty good game, all in all. You face a lot of bad guys on a train, yes, on a train - like running on the top. Watch out for that mail bag - ouch!!! A good punch 'em, shoot 'em arcade game.

Trail Blazer (Mindscape) \$19.95

This one is easily the worst of the new games released by Mindscape. The basic game is nothing original or exciting and the graphics are only average. The highlight of the game is the title screen which is excellent. From there, it goes downhill in a hurry. Sorry guys, but I can't suggest this one even though I really liked Parallax, Uridium, Fist and Uchi Mata. Four out of five bad, you know.

Sentry (Firebird) \$23.95

10,000 SCREENS!!! That really sounds great until you load the game and find sorry graphics and game play so slow that your wife's call to help do the dinner dishes is immediately answered.

STARGLIDER

Review by Barbara Cramer

Starglider by James Follett is one of the most realistic Star Wars type arcade games that I have seen for the Amiga. Very little time is needed to learn how to manipulate the aircraft leaving most of your energy to shoot the enemies. A nice variety of objects will appear in front of you as you zip about the screen - everything from two legged land walkers, armored vehicles and maintenance silos to floating mines, bird-like ships and, of course, a nice array of enemy aircraft.

A very nice description of your craft is included in the Playguide and an Amiga Keyguide is included for quick reference. I vital part of the program is the Starglider Novella. It is important both for its storyline and description of enemy vessels but also for entrance into the program via word requestors, page 62, line 4, word 703.

Game play is fast - almost too fast for amateurs. You will have to learn to be quick and maneuver the starglider by instinct;

there's no time for thinking. Your ship is armed with laser weapons and missiles and you may use keyboard, mouse or joystick. You are allowed to vary the cross-hair cursor from fixed or floating and you may even define keyboard controls to suit your own preferences. The speech and sound features are quite good; speech is not too frequent and the music is digitized.

If you like the Star Wars arcade game, I would highly recommend this game. The action is fast, the graphics are good and the complexity will keep you busy for a long time.

Starglider is published worldwide Rainbird Software in London and published in the U.S. by

Firebird Licencees, Inc.
74 North Central Avenue
Ramsey, NJ 07446

Suggested retail price: \$ 44.95

Babbage's price: \$ 38.90

FASTLOAD CAUTIONS

Reprinted from Syntax Error, Orange, CA

If you use programs that utilize REL files, then this word of caution from Batteries Included is meant for you. Why fastloads should not be used during execution of these files: The reasoning behind why these cartridges do not work is that the 1541 drive has five buffers. These buffers are used to transfer the information on a disk drive or to the computer. One buffer is for the disk drive to keep track of what is where on the diskette (Block Availability Map or BAM). The other four are used to transfer blocks of data to the computer (in most cases). A REL file requires three buffers which leaves only one buffer free.

These cartridges will use these buffers without checking to see if they are in use. Normally the disk drive will see this and try to work around the cartridge. Now if the cartridge claims two buffers this would force the REL to use the BAM buffer. If this corrupted BAM is saved back to the diskette then it will scramble the disk the next time you try to write to it. This scrambling is often slow and not noticed until it is too late, so it is recommended you not use FASTLOAD type cartridges (with REL files).

If you have a diskette which has been corrupted by FASTLOAD, or any other reason, the data can be saved by following these steps:

- (1) Make a backup copy of the data disk, if possible.
- (2) Scratch all files off the data disk except those ending in REL and HDR.
- (3) Validate the diskette according to instructions in the disk drive manual.
- (4) Follow the instructions in the manual on creating a sequential file.
- (5) Get a printout of the old record format.
- (6) Get a printout of the field list, so you know the field length.
- (7) With the information from 5 & 6 re-create the record format on the diskette which now contains the sequential file.
- (8) Read the sequential file into the new record format, then delete the sequential file.

PAGESETTER Troubleshooting Guide

Problem

Recommended Solution

White lines through printout or printer ejects page several times during printout.

To conserve memory, PageSetter uses a very small printer buffer and prints in strips. This requires a printer reset between strips and some printers produce a micro-linefeed, linefeed or formfeed when reset. Use the PagePrint utility to print out your document. This allocates a much larger printer buffer and is able to print out the complete document in one pass, without resetting the printer.

Can't abort the printout.

Printer still on and printing. Turn off the printer and select cancel when the Printer Error requestor comes up.

Shadow on a shadowed box at the bottom or right edge of a page will not print.

PageSetter calculates the furthest right and lowest box on the page. Unfortunately, it doesn't account for the presence of shadow. Put an empty box somewhere below and to the right of the problem box.

Boxes near the right hand border of the page get cut off.

Many printers and/or printer drivers will not print beyond the 8 inch mark on the page. Don't put anything you want printed beyond the 8 inch mark.

Document processed by PageIFF can't be used by DPaint.

The document is too large or the wrong size. DPaint will only accept files which are 640 x 200 or 640 x 400 pixels. Try reading the page in as a brush. DPaint II will allow larger sizes to be used but PageIFF has a bug which doesn't allow it to save pictures larger than 32K. To get an updated PagePrint and PageIFF, send \$7 U.S. (\$10 Can.) to Gold Disk. These programs are also available at no cost on Compuserve, BIX and PLINK.

Some horizontal borders do not print.

This is caused by PageSetter's overlap calculations when deciding what gets printed. Move the box up or down by one pixel or use PagePrint.

In the graphics editor, if the first thing you hit is a text gadget, the program crashes.

This is caused by a bug in the V1.1 of Intuition. This problem is solved if you use V1.2 of KickStart or else, simply do anything else in the graphics editor before hitting the Text gadget.

In the graphics editor, doing a pattern fill in an area already pattern filled causes the program to hang up.

This is not actually a bug. It just takes a loooong time to pattern fill the very complex area left by the previous pattern fill. Patience!

No italics or underline with some fonts, especially Zuma Fonts.

Some fonts do not allow certain enhancements to be performed on them.

Specific Printer Problems

Gemini 10X Printer	The public domain printer driver available for this printer is buggy and will not work well with PageSetter. Use the SG10 print driver available from Star Micronics.
HP LaserJet does not print to full resolution.	The HP LaserJet series requires the use of its own internal fonts for full resolution. PageSetter currently uses the Amiga fonts. We are currently working on a driver for the HP which will support its internal fonts.
HP LaserJet doesn't print and returns printer error messages.	The HP LaserJet does not allow any printing below 10.6 inches. Make sure nothing on the page is below 10.6 inches.
Panasonic and Roland printers have white lines even using the PagePrint utility.	Tractor feed does not pull paper through evenly sometimes. Use friction feed mode.
Text output squashed or white lines at regular intervals (about 6-8 per inch). Also 1 missing line in the middle of the page using PagePrint utility.	Printer resolution incompatibility. PageSetter produces its best results with Epson and Epson compatible printers. Try using the Epson printer driver. If the resolution of your printer is the same as an Epson (120 x 72 dots/inch) try renaming your printer driver "Epson" and using Epson from Amiga Preferences. Don't forget to make a backup copy of your original Epson driver first!
24 pin printers produce elongated output.	AMIGA 24 pin print drivers scale the output bitmap incorrectly. We are currently working on 24 pin printer drivers which will solve this problem, as well as fully supporting the 24 pin printers.

This information comes direct from Gold Disk, Inc. in response to a letter written three months ago.
Better late than never.

TIP FOR 128 OWNERS

From Scollsboro Commodore Users Group

I have heard of some 128 users having problems running commercial programs in the 64 mode. I had the problem once, but my discovery corrected it, and have never had trouble since.

With the amount of copy protection used on software these days, the 1571

definitely is bothered by it. But, ONLY if it's powered up in the 128 mode. If you plan on running C-64 software (with copy protection), make sure you power up in the 64 mode. This will insure that your 1571 will also be in the 1541 mode.

The main trouble with the C-64 software on the 128

occurs when the 1571 disk drive is trying to read a single-sided disk, and at the same time has to deal with all that copy protection (in humans it is called H E A R T B U R N). So, to alleviate, what some people are calling a bug in the 128, make sure your 1571 is powered up in the 1541 mode.

Attention Club Members!!!

Bill Raecke

Are you tired of signing on to a BBS with the unimaginative name of the MCCC BBS? And are you tired of not being able to tell which BBS someone is talking about because both BBS's have the same name? Now is your chance to do something about it.

The MCCC Board of Directors has approved a "Name the BBS" Contest. Here are the details:

The contest is open to MCCC members only.

You may enter names for either BBS separately.

Any number of entries may be submitted.

Entries may be:

- * Sent to the club P.O. Box.
- * Turned in to club officers or
- * Left as mail on either board
("User #240 on the Graphics BBS")
("Contest" on the ASCII BBS)

Entries will be accepted until August 1, 1987.

In case of duplicate entries, date of receipt (or postmark for entries mailed) will determine the winner.

There will be two prizes (one for each BBS).

Each prize will be free membership to the MCCC and BBS for 1988.

The contest judges will be John Ference, John Malmstrom and Okley Moss.

Of course, the prizes are a mere token. The real award will be the fame and glory you will achieve by coming up with the winning entry. Start thinking about it now.

Discounts to Members

The following dealers offer special prices to MCCC members on a regular basis. Be sure to display your membership card when making a purchase.

Federated
(HEB Store) - 64, 128, Amiga

Intercomputing,
Incorporated - Amiga

PC Expansion - Amiga

Software
Terminal - 64, 128, Amiga

Sof-Tex
(Repair) - 64, 128, Amiga

Startext News

FCC Ruling by Gerry Barker

We heard rumors this was coming months ago, and last week it happened. On June 10, the Federal Communications Commission proposed to eliminate an exemption from certain telephone access charges for interstate computer data base services.

The estimated added cost of using those data bases could be as much as 9 cents a minute, or about \$5 an hour, which would double the cost to subscribers in some cases.

I've already taken several phone calls and messages from concerned Startexans, worried about the impact of this on Startext. To them and everyone else, be assured this ruling has NO impact on Startext. It only affects INTERstate services -- such as CompuServe and Dow Jones, which utilize networks like Telenet.

As you might expect, the ruling has angered both consumers and industry officials, who say the FCC has dealt a crippling blow to an industry just getting started. The FCC contends data base services should pay their way like everyone else, instead of being subsidized by residential and business users.

The proposed change becomes effective Jan. 1, 1988. Until then, comment is invited to the FCC (and I'll wager they get plenty!). A new update on this story is now available under "COMP13". It's must reading.

TAS-128

Review by John Premack

SPRITE, Boston Computer Society

Either I'm getting easier to please or software for the Commodore just keeps getting better. I suspect it's the latter. Having just spent several hours with TAS-128, a Technical Analysis System which performs stock market evaluations using the C-128, I am suitably in awe at the number of ways this program can monitor the behavior of stocks and other securities.

As a longtime advocate of the dartboard technique for stock selection, I discovered that I had a lot to learn about technical analysis methods. Simply stated, technical analysis is a means of confirming or denying your best guesses of a stock's future performance based on a study of its price and sales history.

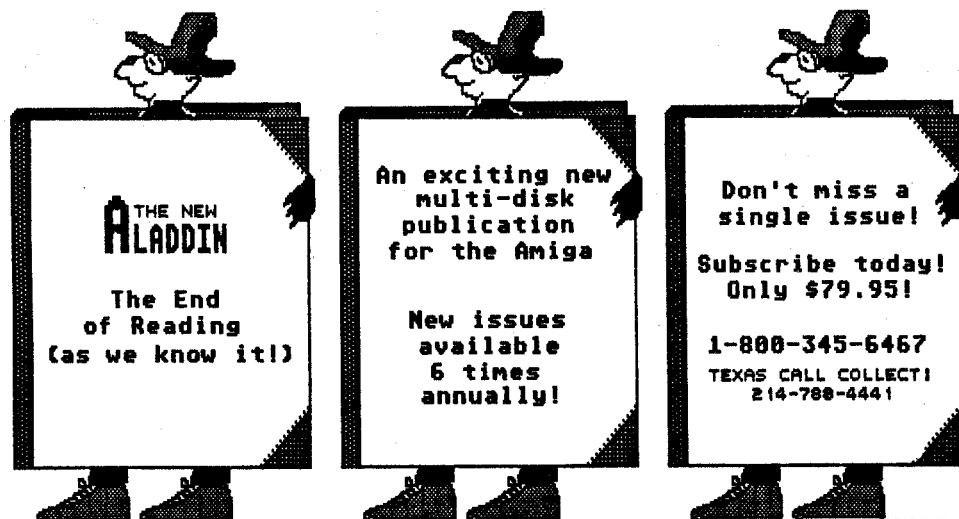
TAS-128 can track as many as 50 securities on a single data disk, holding up to 275 points of price and volume data for each security. You can edit or update the data by typing information in from the keyboard or TAS will perform this chore for you by logging onto a commercial database with its built-in terminal

program. Configured to automatically download quotes from either Warner Computer or Dow Jones News/Retrieval Service, TAS can either update your entire portfolio or just designated issues.

Once you've collected data covering a stock's performance over a period of time, you're ready to let the program perform some of its tricks. TAS-128 will plot up and down trends via point and figure analysis. It will also chart moving averages, trading bands, and volume indicators. An oscillator function allows the program to calculate momentum, advance/decline, and TRIN indicators. In addition, you can utilize as many as five different volume indicators: negative, positive, on-balance, price volume trend, and daily volume.

Novice analysts will be grateful for the series of menus which guide you through each step of the various analysis options. Once you know what you want to accomplish, it is faster to skip the menu by entering two-letter commands. These commands can even be combined for rapid entry or stored as macros that will perform a series of predetermined functions automatically.

All plots are first drawn to the computer's 80-column screen and can be dumped to your printer in your choice of three sizes. Since



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hardcopy commands can be incorporated into customized macros, TAS-128 can calculate, plot, and print several different charts without constant operator intervention. This is a handy feature, since it allows the computer to generate a set of data while you go about your business.

The instructions indicate that the program supports Epson compatibles as well as the Mannesmann Tally Spirit 80 and Olivetti PR 2300 printers. Early Commodore printers which cannot handle 640- and 200-line graphics will not work with this program.

I encountered a few minor problems printing to a Star Gemini 10X using a Cardco G-Whiz interface. After printing an excellent rendition of the four graphs currently on the screen, I called for a printout of the data used in calculating the graphs. The printer driver apparently failed to initialize the printer and the result was text printed with the same compressed vertical spacing as was required by the previous printout, a graphic screen dump.

This problem can be avoided by turning the printer off and back on between printouts, but should have been handled by the software. I also discovered, as I watched my printer spew forth text at 10 lines to the inch, that there was no apparent way to abort a printout. Shutting of the printer also stopped the program dead in its tracks.

I did encounter one serious problem, which fortunately occurred only once. For some reason, possibly when I was playing with the Communications module, I lost all the sample records which were supplied on the tutorial data disk. Despite my best efforts, I was unable to duplicate the error, and I mention the incident only to point out the importance of backing up all data disks.

All in all, I found TAS-128 to be well documented and easy to use, despite my lack of familiarity with the ins and outs of technical analysis. Small details, such as the automatic conversion to decimals of numbers entered as fractions, an easy-to-follow tutorial, and the nicely written manual seem indicative of a well-crafted program that demonstrates the ever-expanding potential of the C-128.

Abacus Software
P.O. Box 7219
Grand Rapids, MI 49510

Quarterly Meeting

The July quarterly meeting will feature a spreadsheet workshop. After a brief explanation of what a spreadsheet program is supposed to do, we will have demonstrations and comparisons of several different spreadsheet packages.

The meeting will be Saturday, July 18, 1:30 p.m. at the Hurst Recreation Center.

Fort Worth Chapter

The Fort Worth Chapter had an enjoyable meeting in June. Our thanks to Pam Wiley, who demonstrated graphics design with the Koala Pad. Pam is the artist whose design, "Fish", was published in the May issue of Ahoy magazine. The colors were much better on the computer screen than in the magazine! Pam showed us several other pictures and abstract works she had made, and she explained the techniques involved.

At our July meeting, Rick South will demonstrate the use of Cyber Video, Flexidraw, and Movie Maker to produce computer-generated animated videos. This is a new and exciting field, and the program should be very interesting.

The meeting will be Saturday, July 11, 1:30 p.m. at GDRA.-Mary Louise Hagemeyer

HEB News

While there was no formal presentation at the June 20th meeting, all those present enjoyed an interesting afternoon of computer conversation and sharing.

Please note that we will not hold a chapter meeting in July due to the Quarterly meeting. In August, we are looking forward to a close up look at the Commodore PC. Watch the newsletter for the date and time.

IF YOU FIND MISTAKES in this publication, please consider that they are there for a purpose. We publish something for everyone and some people are always looking for mistakes....

TELECOMMUNICATIONS TERMINOLOGY

Like any other area of computing, Telecommunications has its own language. In order to help you understand this amazing field, we've compiled this glossary of terms for your convenience.

ASCII: A computer language standard. Acronym for A Set of Confusing Idiot Icons.

BUFFER: A mysterious location for storing information that you mistakingly believe can be retrieved later.

DEFAULTS: An industry standard for the shortcomings of any user of network systems. Sometimes used with the term: Deblame.

DOWNLOAD: A host computer is either running "UP", or it is considered "Down". Hence the useless pile of lights and circuits when it isn't running Download.

IMAGE FILES: A Hi-Res utility tool to "touch-up digitized pictures". Sort of an Electronic Air-Brush.

LOG-OFF: See SIGN-OFF.

LOG-ON: See SIGN-ON.

MODEM: An acronym for Method Of Draining Enormous amounts from your bank account.

MORF: A backward means of asking where someone's computer is based.

PASSWORD: Certain terms used by one user to another in response to the age-old question: MORF?

PROTOCOL: Implemented differently on each new system, a means of calling "Proto", the Head User, usually for punitive measures.

PARITY: If you haven't figured it out yet, it's all a parity.

SIGN-OFF: See LOG-OFF.

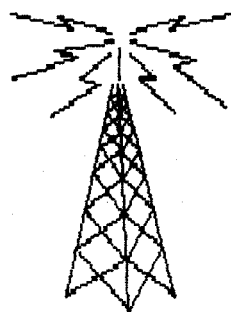
SIGN-ON: See LOG-ON.

SYSOP: A simple acronym for Silly Yo-yo Settling Obvious Problems.

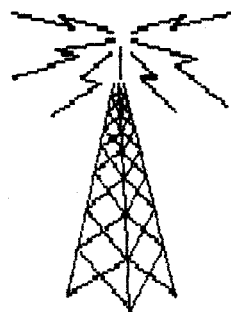
TERMINAL: A medical diagnosis for any computer user who has Modem Madness or who repeatedly finds himself "putting" at 4:00 a.m.

UPLOAD: A budgetary term relating to the expense of keeping your current systems "UP".

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Originally published in the NYCE NETWORK NEWS, Downloaded from the National Newsletter
Editor's Co-op QuantumLink (c) 1986



Typists, Authors and a Graphics Editor are still needed for the newsletter. Our entire disk of back-up material has been used in this issue. Please volunteer to help so that the next issue will not be cut short.
Call Barbara Cramer at 284-3565 to assist. All help is appreciated greatly.



HELP, HINTS and TRICKS

Undocumented 64 Commands Compiled by Lenny Waldman

Miami Individuals with Commodore Equipment

EXTENSION TO FILE NAMES FOR EASIER LOADING LATER

To make it easier to load later, add extensions to file names such as ".8" or ".8,1". In general, quotes and commas can't be used in file names so we must trick the disk drive into accepting these (usually invalid) characters in file names.

TRICK 1

A shifted-space is interpreted by the disk drive as the end of the filename and that is where it will put the closing quotes of the filename.

TRICK 2

The character made by pressing the Commodore and "D" keys will print as a comma when the directory is listed. (It prints as a small square when typed in.)

TRICK 3

The disk drive interprets the first colon in any file name as a delimiter separating the drive number from the name itself (as in, 0:name). Therefore, to get the disk drive to accept a colon as part of the name, precede the name with "0".

SOLUTIONS

1. To add ".8" after the filename, do this:
SAVE "0:NAME [Shifted-Space]
[CBM-D]8;" .8 (RETURN)
2. To add ".8,1" after the file name use:
SAVE "0:NAME [Shifted-Space] [CBM-D] 8
[CBM-D]1;" .8 (RETURN)

Note: CBM indicates the Commodore key
[] indicates that 2 keys are
pressed at the same time.

SHORT TIME SAVER

Instead of your normal, LOAD "*" .8, I use, LOAD "*" .8,9. Since the 9 is right next to the 8 on my keyboard, I save 2.13840 nanoseconds by not having to reach all the way over to hit the 1 key. Actually, any odd number will work.

SPLAT FILES

A "splat file" is a file that was not properly closed. When the directory is listed, these files appear with "*" preceding their file type and normally can't be read. However, if you use this "M" parameter, you can now open and read any uncorrupted data.

OPEN 15,8,15,"0:FILENAME,S,M"

A splat file corrupts the diskette and it will destroy other seemingly related disk files. Therefore, after you have read the data, you should validate the diskette. Do NOT scratch the splat file! The only safe way to remove a splat file is to validate the diskette. (And never validate a disk with random or relative files on it.)

TO CLOSE ALL OPEN FILES

OPEN 15,8,15: CLOSE 15

TO APPEND

"A" adds data to a sequential data file.

OPEN 8,8,8,"0:FILENAME,S,A"

WILD CARD

"M" opens any type of file.

OPEN 8,8,8,"0:FILENAME,M,A"

(This command opens any type of file for appending.)

EASY MACHINE LANGUAGE LOAD

To make machine language programs easier to load, you may rename them in a special way.

OPEN 15,8,15:PRINT#15,"R0:NEWNAME [shift-space] [CBM-U] [CBM-D] [CBM-E]:OLDNAME":CLOSE15

When the directory is listed, you will see:

"NEW NAME",8,1 PRG

All you have to do is cursor to the line, type LOAD and press RETURN.

LOAD FIRST FILE

The command LOAD "*" .8 will load the first program on your diskette when you first turn on your system. After other programs have been loaded, it will load the last program loaded. If you change the command to LOAD "*" .8, it will load the first program on the disk regardless.

CONVERT PRG TO SEQ FILES

You may convert a BASIC program to a sequential data file by loading the BASIC program into memory. Then type: OPEN 8,8,"0:NAME,S,W","CMD8:LIST:PRINT#8:CLOSE

LOAD DOS PROTECTED SOFTWARE

The following immediate mode command will stop the read/write head from bumping repeatedly when loading protected software.

OPEN15,8,15:PRINT#15,"M-W";CHR\$(106)

CHR\$(0)CHR\$(1)CHR\$(133):CLOSE15

JULY MEETINGS

Due to July 4th there
will be no Executive
Board Meeting.

- July 11 Ft. Worth Chapter, 1:30 pm
Gen. Dyn. Rec. Area, Room 2
Grand Prairie Chapter, 1:30 pm
Grand Prairie Public Library
- July 16 Amiga Chapter, 7:00 pm
Arlington Community Center
- July 18 MCCC Quarterly Mtg., 1:30 pm
Hurst Civic Ctr., 700 Mary Dr.
- July 20 Ft. Worth Night Chapter, 7 pm
St. Elisabeth Epis. Church
- July 21 Grand Prairie Chapter, 6:30 pm
Grand Prairie Public Library
Arlington Chapter Mtg., 6:30 pm
Arlington Community Center
- Aug. 1 Executive Board Mtg., 10:00 am
Western Hills Inn, Euless
- Aug. 8 Ft. Worth Chapter 1:30 pm
Gen. Dyn. Rec. Area, Room 2

Grand Prairie Chapter, 1:30 pm
Grand Prairie Public Library

- Aug. 15 HEB Chapter Meeting, 1:30 pm
Hurst Civic Ctr., 700 Mary
Dr.
- Aug. 17 Ft. Worth Night Chapter, 6:30 pm
St. Elisabeth Epis. Church
- Aug. 18 Arlington Chapter Mtg., 6:30 pm
Arlington Community Center
Grand Prairie Chapter, 6:30 pm
Grand Prairie Public Library
- Aug. 20 Amiga Chapter Mtg., 7:30 pm
Arlington Community Center

Don't miss the QUARTERLY MEETING

Hurst Civic Center
700 Mary Drive, Hurst, Texas
July 18, 1:30 pm

MCCC NEWS

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